



Human Resources

DATE POSTED: November 10, 2005

REQ. # 05-282

**NOTICE OF JOB OPENING
ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS
EQUAL OPPORTUNITY EMPLOYER**

2300 Virginia Avenue Fort Pierce, Fl. 34982 – 5652

Telephone (772) 462-1546 Jobline (772) 462-1967

<http://co.st-lucie.fl.us>

This position must be posted for at least five (5) working days from **11-10-2005** TO **11-17-2005**,
but will remain open until filled.

DEPARTMENT/DIVISION
INFORMATION TECHNOLOGY

POSITION AVAILABLE
CUSTOMER SERVICE LIASION

OF OPENINGS
1

STARTING SALARY
\$13.38 / hour

COMMENTS

VETERANS PREFERENCE
It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statutes, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department.

JOB CODE 557
PAY GRADE 15
SALARY: \$13.38 – \$20.59
CUSTOMER SERVICE LIAISON

MAJOR FUNCTION: Performs professional technical work providing telephone and operational support in a Help Desk/Operations environment for all IT supported technologies. Priority One assignment for county emergencies, hurricane disaster recovery, etc.

KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:

Knowledge: Strong PC, MS Windows, and application knowledge. Some experience in communications and networking.

Abilities: Must have excellent communication and interpersonal skills, have the ability to maintain a customer-service focus at all times, be able to remain calm in pressure situations and adapt quickly to change, be able to recognize, research, isolate, and solve, routine user problems, be able to work on multiple projects and priorities and be able to work effectively with all organizational levels, be capable of working individually or as part of a team, have the ability to assume the lead on a project, problem, or over an area of responsibility when requested or where appropriate, be able to grasp and apply new ideas.

ESSENTIAL JOB FUNCTION: Duties will include, but are not limited to : answering, evaluating, and prioritizing incoming telephone, e-mail, web based, and in-person requests for assistance, interviewing users to collect pertinent information, performing problem recognition, research, isolation, resolution, and follow-up for routine problems, lead users through diagnostic procedures, escalating more complex problems to the appropriate individual or team, logs and tracks calls, maintains history record and related problem documentation, reports on common issues for long-term problem determination. Secondary duties may include, but are not limited to: management of IT department vehicles, asset tracking, parts and inventory control, return merchandise authorizations, backup tape rotations and deliveries, customer and departmental reporting/processing, maintenance of the software and technical resource libraries, administration of call center and asset management software. Performs related work as requested or assigned.

ESSENTIAL PHYSICAL SKILLS: Use of both hands and fingers with dexterity. Frequent bending, stretching, or lifting of objects 30 lbs. or more. Occasional waking, standing, or use of computer entreated instruction on a monitor. Must be able to hear normal conversations on the telephone. Must have good command of the English language.

WORK HAZARDS: Will be called upon to lift objects greater than 30 pounds. Extensive use of computer monitor, which may have effect on vision.

SAFETY EQUIPMENT: None.

EDUCATION: AA or AS degree in Computer Science or related field. A comparable amount of training or experience may be substituted if recommended by management.

EXPERIENCE: Two years of relevant experience or an equivalent combination of technical training and experience.

LICENSE, CERTIFICATION OR REGISTRATION: A valid Florida driver's license is required with a good driving record.

Union	Non-Union ✓	Exempt	Non-Exempt ✓
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